



Overview/Summary of Services//ARC

ARC Procurement provides a full range of procurement services including procurement system platform, simplified acquisition, contract, contract administration, purchase and fleet card services.

Business is conducted in accordance with the Federal Acquisition Regulation (FAR), Department of the Treasury Acquisition Regulation (DTAR), and Department of the Treasury Acquisition Procedures (DTAP) and other statutory authority.

ARC will maintain the supporting documentation related to transactions processed and reconciliations or reports prepared, including both electronic and paper records, in accordance with Fiscal Service File Plan, dated December 23, 2015. Records retained are available for review and audit as needed. Records will be destroyed at the end of their retention period, which is generally six years.

The customer authorizes ARC to input and store information in electronic systems used by ARC. Access to these systems is controlled by user IDs and passwords in accordance with relevant laws, regulations, security requirements, privacy act and policies, such as:

- Coordination of Federal Information Policy [44 USC Ch. 35] which includes Federal Information Security Management Act (FISMA) of 2014 [PL 113-283]
- Recommended Security Controls for Federal Information Systems and Organizations [NIST SP 800-53, Revision 4]
- Guide for Developing Security Plans for Federal Information Systems [NIST SP 800-18, Revision1]



☒ **Procurement System Services**

Description

CompuSearch PRISM

CompuSearch's PRISM application is a web-based, federalized procurement system. PRISM allows for electronic creation, routing, and modification of requisitions, purchase orders, contracts, and other award related documents. PRISM also provides a contract writing module as well as integration with U.S. General Services Administration's (GSA) Federal Procurement Data System – Next Generation (FPDS-NG).

Oracle Discoverer

Oracle Discoverer Viewer is the web accessible reporting tool that ARC provides customer agencies in conjunction with PRISM. Oracle Discoverer Viewer allows users access to real-time data in predefined reports. The user may also download the reports to spreadsheet or other desktop applications.

System Accessibility

Unless otherwise specified, users access our systems via the Internet. Internet access is limited to the specific government-recognized IP address range provided by the customer. These Internet connections will utilize Transport Layer Security (TLS) to protect the sensitivity of the data being accessed.

System Help Desk

- Provide complete help desk services to answer all system questions from the user community
- Provide telephone support between the hours of 7:00 am until 6:00 pm ET, Monday through Friday excluding federal holidays

Federal Information Security Management Act (FISMA) Compliance and Reporting

ARC is responsible for ensuring full FISMA compliance and reporting for the aforementioned systems. Customer organizations should not include these systems in their FISMA reporting to the Office of Management and Budget (OMB). FISMA compliance items include the following:

- Completion of Certification and Accreditation activities as prescribed by the U.S. National Institute of Standards & Technology and OMB Circular A-130
- Completion of annual continuous monitoring and testing
- Tracking of Fiscal Service employee annual security awareness and specialized training

All FISMA related documentation is available for review upon request on-site at Fiscal Service in Parkersburg, WV. Documentation that relates to Oracle Managed Cloud Services' (OMCS) General Support System, located in Austin, TX, is available for review twice per year—the first week of May and the first week of November. ARC provides customers with advance notice of these reviews and coordinates all OMCS site visits. Signed nondisclosure agreements and evidence of appropriate background clearances may be required prior to granting access to documentation.



System Availability

Systems are scheduled to be available with the exception of required maintenance periods described below.¹

- Primary weekly maintenance window – 6:00 am to 11:59 pm ET every Sunday
- Secondary weekly maintenance window – 8:00 pm to 11:59 pm ET every Tuesday
- The monthly close maintenance window is 6:00 pm to 11:59 pm ET on second business day of each month. ARC will commence the monthly closing process promptly at 6:00 pm ET

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Help Desk		
Request new user application access via the Access Request Form		X
Validate application users and responsibilities annually		X
Notify ARC when user access is no longer required		X
Create and maintain user accounts	X	
Reset passwords	X	
Answer questions on how to use the PRISM system	X	
Set up and maintain flexfield values	X	
System Administration		
Provide full system administration for the PRISM platform including: <ul style="list-style-type: none"> • Create and maintain user roles and responsibilities • Create and maintain system security profiles • Create and maintain site specific system configurations • Maintain and troubleshoot all interfaces • Maintain a standard suite of reports 	X	
Maintain FISMA compliance and perform related reporting	X	
System Training		
Ensure users are trained on ARC applications		X
Provide training for PRISM and Discoverer users	X	
Work with the customer agency during implementations or significant upgrades to develop a detailed training plan	X	
Provide a training facility in the Washington, DC area or train at the customer location assuming adequate facilities exist. On-line or remote training is also available	X	
System Backups		
Conduct production system backups in a manner that meets current Federal requirements	X	
Store data backups at offsite locations for a minimum of six years	X	

¹ While the system may be available during the weekly maintenance windows, a notice of system unavailability will not be provided to users.



Software Maintenance		
Provide resources to participate in User Testing of application changes		X
Conduct System Integration Testing (SIT) on all vendor functional upgrades and patches	X	
Remain current on security patches and application, database and operating system versions	X	
Perform software upgrades as improvements are made or problems encountered	X	
Provide a non-production instance for User Testing and the test plan used during SIT when system functionality is impacted	X	
Provide 90 days advance notification of major system changes	X	

Note: ARC utilizes a Change Control Board to assess and make decisions on all system related changes. In doing so, ARC evaluates the resource and customer impacts and priority of the proposed changes to the systems.

Primary Pricing Driver

Systems

- ❖ Number of customer PRISM users plus number of ARC PRISM users allocated to customer

Note: Users are determined as of a point in time that corresponds to ARC's budgeting/costing cycle (typically, winter/early spring). Discoverer-only users are not included in this count.

Systems Help Desk

- ❖ Average annual number of help desk tickets logged for the two most recently completed fiscal years

Performance Metrics

Systems

Metric	Measurement	Standard / Target
PRISM System Availability	Actual availability of PRISM as a percentage of planned availability	99%
Notice of Planned PRISM Outages	Percentage of customer notifications sent at least seven calendar days prior to a planned PRISM outage that is outside normal maintenance windows	100%
Discoverer Performance	Percentage of standard suite reports that run within one minute	90%



Procurement Service Line Service Descriptions

Help Desk

Metric		Standard / Target
Call Ticket Resolution	Percentage of call initiated help desk tickets closed within 60 minutes of being logged	75%
Call Abandonment Rate	Percentage of help desk calls abandoned by the caller prior to being answered	<5% when average call abandonment time is >30 seconds
Average Speed of Answer	Average number of seconds for help desk calls to be answered	<10 seconds



☒ **Acquisition Services**

Simplified Acquisition

The simplified acquisition threshold will consist of any acquisition (except Blanket Purchase Agreement (BPA) setups/calls and Interagency Agreements) under \$150K. A variety of acquisition vehicles may be utilized including purchase orders, delivery orders (goods), BPAs, or task orders for routine services. ARC will make award of simplified acquisitions in the most cost-effective and efficient manner feasible. The facts surrounding the actual item or service needed will dictate whether an existing Government Wide Acquisition Contract (GWAC) or open market approach is most advantageous in meeting customer needs.

In order to ensure adequate resources and timely processing, cutoff dates are established for the actual submission of PR packages and also for the forecasts of forthcoming packages. Cutoff dates are differentiated for requirements above, below, or equal to \$25,000.

These dates apply to actions that have a requested award date by September 30th (Fiscal Year 2017 funded requirements) and by October 31st (Fiscal Year 2018 funded requirements) and are applicable for new or recurring requirements. New requirements are items/services that have not been previously purchased and recurring requirements are items/services purchased the previous year.

All Requirements ≤ \$25,000

Forecast Due: June 1
PR Package Due: July 1

All Requirements > \$25,000

Forecast Due: May 1
PR Package Due: June 1

Contract Acquisition

The contract acquisition threshold will consist of any acquisition (except Interagency Agreements) \$150K and over. A variety of acquisition vehicles may be utilized including contracts including indefinite delivery/indefinite quantity contracts, delivery orders (goods), BPAs, or task orders for routine services. The facts surrounding the actual item or service needed will dictate whether an existing contract or open market approach is most advantageous in meeting customer needs.

The cutoff dates for both, forecasts of year end actions and the actual submission of packages, are:

All Requirements ≥ \$150,000

Forecast Due: May 1
PR Package Due: June 1



Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Perform acquisition planning		X
Ensure all acquisition strategies or acquisition plans (as described in FAR Part 7) or interagency agreements (such as those used to support purchases through another agency) that include IT are reviewed and approved by the agency CIO, in accordance with the Federal Information Technology Acquisition Reform Act (FITARA)		X
Perform market research		X
Prepare and submit Independent Government estimate along with applicable documents or information such as: <ul style="list-style-type: none"> • Performance Work Statement and/or technical requirements (<i>when services are included</i>) • Quality Assurance Surveillance Plans (QASP) (<i>when services are included</i>) • Delivery dates (<i>when goods are being delivered or deliverables/reports are being completed and sent</i>) • Period of performance (<i>when services are included, or for a subscription or membership etc</i>) • Special conditions/instructions (<i>special delivery instructions, bilingual capabilities, drawings, Section 508 Determinations and Findings, etc</i>) • Technical evaluation plan • Sole source, limited source, or brand name justification • Inherently governmental and critical functions analysis coding and worksheet, signed by the Senior Accountable Official for services over \$25,000 • Agency Locator Code (ALC), DUNS number, and supporting documents (<i>Interagency Agreements only</i>) 		X
Review and provide input on the solicitation		X
Assist in addressing questions received in response to the solicitation		X
Conduct technical evaluation of proposals		X
Assist in price analysis of proposals		X
Review final proposal revisions		X
Participate in selection discussions		X
Make award recommendations		X
Participate in protest discussions		X
Assist in decision on how to handle protest and implement solution		X
Provide a certified Contracting Officer's Representative (COR)/invoice approver who will coordinate with ARC all actions		X



Procurement Service Line Service Descriptions

relating to funding and/or changes in the scope of work which will result in modifications being issued ²		
Certify CORs and maintain their training history	X	
Support the customer's acquisition planning	X	
Determine best acquisition strategy based on Federal and Treasury regulations, customer agency input, and market conditions	X	
Assist with the development of the Performance Work Statement (PWS) or technical requirements, when applicable	X	
Review PWSs, independent government estimates, and technical evaluation plans and provide advice to the customer agency	X	
Prepare solicitations and amendments	X	
Process proposals	X	
Conduct price analysis of proposals	X	
Oversee evaluation process	X	
Execute contract actions on behalf of the customer agency ³	X	
Establish competitive range and conduct negotiations	X	
Receive revised proposals	X	
Oversee evaluation process of revised proposals	X	
Make award decision	X	
Prepare award and associated documentation and reporting	X	
Issue notifications to unsuccessful offerors and conduct debriefings	X	
Distribute award	X	
Determine and take appropriate action on protests	X	

For all Non Treasury agencies: Ratification - Contracting Officers for the Servicing Agency are not authorized to ratify the unauthorized commitments of employees of the Requesting Agency. The Requesting Agency is responsible for ratifying the unauthorized commitments of its employees. The Servicing Agency may assist the Requesting Agency's ratification of unauthorized commitments by providing necessary documentation for execution by the ratifying official. After an unauthorized commitment has been ratified by the Requesting Agency, the Servicing Agency may memorialize the ratification with appropriate documentation to ensure that the ratified contract can be properly administered.

² CORs must have the following tiered training to become Federal Acquisition Certification (FAC)-COR certified and must maintain their skills currency through continuous learning: Level I - 8 hours (invoice approver), Level II - 40 hours (contract and purchase orders), Level III - 60 hours (more complex, higher dollar contracts). Training may be obtained through the Federal Acquisition Institute, The Defense Acquisition University, commercially available sources, or colleges. Once an employee becomes FAC-COR certified they must earn continuous learning points commensurate with his/her certification level every two years. ARC is available to assist with continuous learning, to include providing training tailored to meet individual agency needs.

³ ARC will allocate the socio-economic credit to the customer agency at the lowest FIPS 95-2 Agency/Bureau component as the customer agency specifies. If the code is not provided, ARC will allocate the credit to the highest customer agency FIPS 95-2 Code.



Primary Pricing Drivers

- ❖ Simplified Acquisitions: Average annual number of actions less than or equal to \$150,000 (excluding BPA setups/calls and Interagency Agreements) for the two most recently completed fiscal years
- ❖ Simple Contracts:
 - Average annual number of actions greater than \$150,000 and awarded against an existing Government Wide Acquisition Contract and BPA setups (other than open market BPA setups greater than \$150,000) for the two most recently completed fiscal years less premium actions
 - Premium Actions: Number of actions submitted after the established cutoff dates greater than \$150,000 and awarded against an existing Government Wide Acquisition Contract and BPA setups (other than open market BPA setups greater than \$150,000) for the most recently completed fiscal year
- ❖ Complex Contracts:
 - Average annual number of actions greater than \$150,000 and awarded not against an existing Government Wide Acquisition Contract and open market BPA setups greater than \$150,000 for the two most recently completed fiscal years less premium actions
 - Premium Actions: Number of actions submitted after the established cutoff dates greater than \$150,000 and awarded not against an existing Government Wide Acquisition Contract and open market BPA setups greater than \$150,000 for the most recently completed fiscal year

Performance Metrics

ARC has established Procurement Administrative Lead Time (PALT) goals which guide our actions. It is our intention to help our customers achieve PALT targets, but because of shared responsibilities these targets are sometimes not achieved. ARC strives to complete acquisitions within these established goals (see table below); however, there are contributing factors outside the control of ARC which often influence these time frames. Such contributing factors may include general responsiveness and evaluation completion times. Availability of personnel from the customer agency during the procurement process also dramatically influences the completion date.

Metric	Measurement	Standard / Target
Simplified Acquisitions (\leq \$25K)	N/A	20 Business days
Simplified Acquisitions ($>$ \$25K)	N/A	40 Business days
Contract Schedule Orders	Percentage completed within 90 business days	90%
Contract Commercial Items	Percentage completed within 120 business days	90%
Uniform Contract Format Contracts except Cost Reimbursement	Percentage completed within 180 business days	90%



Procurement Service Line Service Descriptions

For metric tracking, all standards begin upon receipt of a complete acquisition package. Also, other factors can affect the tracking of the PALT, most notably:

- Receipt of a revised description of items or performance work statement and revised evaluation factors if required
- The number and quality of proposals/quotes received
- A complete and timely evaluation of technical proposals



☒ **Contract Administration Services**

Description

Following the award of a formal contract, BPA or purchase order, task or delivery order against an external contract, ARC Procurement services provides full administration services. This includes all activities after the award of an order/contract through closeout.

ARC will also process interagency agreements after the customer completes the negotiation process and provides ARC with an agreement that complies with regulations and is signed by both Government agencies.

The following cutoff dates apply for actions that have a requested award date by September 30th (Fiscal Year 2017 funded requirements) and by October 31st (Fiscal Year 2018 funded requirements).

Option Renewals (contract/order in place with optional line items for new period of performance)

PR Package Due: 45 days prior to the first day of the option period being exercised

Modifications / Interagency Agreements

Package Due: August 1

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
General Administration		
Provide a COR/invoice approver who will coordinate with the procurement office all actions relating to funding and/or changes in the scope of work which will result in modifications being issued ⁴		X
Submit purchase request		X
Receive and accept goods and services		X
Notify the contractor and Contracting Officer of any deficiencies in the work submitted		X

⁴ CORs must have the following tiered training to become FAC-COR certified and must maintain their skills currency through continuous learning: Level I - 8 hours (invoice approver), Level II - 40 hours (contract and purchase orders), Level III - 60 hours (more complex, higher dollar contracts). Training may be obtained through the Federal Acquisition Institute, The Defense Acquisition University, commercially available sources, or colleges. Once an employee becomes FAC-COR certified they must earn continuous learning points commensurate with his/her certification level every two years. ARC is available to assist with continuous learning, to include providing training tailored to meet individual agency needs.



Procurement Service Line Service Descriptions

Monitor and document the contractor's performance, delivery schedules, invoice and payment aspects of the contract/order		X
Provide 60 days advance notices to the COR as a reminder for option renewal	X	
Resolve contractual issues that occur during contract administration	X	
Monitor subcontracting plans	X	
Execute modifications	X	
Process claims	X	
Issue cure notices, show cause notices, and terminations as appropriate	X	
Process past performance evaluations annually and at contract completion (CPARS)	X	
Close out contracts	X	
Competitive BPA calls/Internal Task Orders/Delivery Orders		
Prepare PWS, independent government estimate, and technical evaluation plan		X
Submit purchase request		X
Review and provide input on the solicitation		X
Assist in addressing questions received in response to the solicitation		X
Conduct technical evaluation of proposals		X
Assist in price analysis of proposals		X
Review final proposal revisions		X
Participate in selection discussions		X
Make award recommendations		X
Participate in protest discussions		X
Assist in decision on how to handle protest and implement solution		X
Determine best acquisition strategy based on Federal and Treasury regulations, customer agency input, and market conditions	X	
Assist with the development of the PWS or technical requirements, when applicable	X	
Review PWSs, independent government estimates, and technical evaluation plans and provide advice to the customer agency	X	
Prepare solicitations	X	
Process proposals	X	
Conduct price analysis of proposals	X	
Oversee evaluation process	X	
Make award decision	X	



Procurement Service Line Service Descriptions

Execute contract actions, task orders, and delivery orders on behalf of the customer agency ⁵	X	
Distribute award	X	
Determine and take appropriate action on protests	X	
Close out orders and BPA calls	X	
Interagency Agreements (IA)		
Complete negotiations between Government agencies		X
Submit PR along with IA signed by both Government agencies		X
Submit Req For Mod along with modified signed IA by both Government Agencies for changes in period of performance, funding, etc		X
Input IA into PRISM	X	
Process any Req for Mods and complete closeout	X	

Primary Pricing Driver

- ❖ Average annual number of modifications, BPA calls, internal task orders, delivery orders, and interagency agreements for the two most recently completed fiscal years

Performance Metrics

Metric	Measurement	Standard / Target
Administrative Modifications (Correction/Change in the PRISM system with no distribution to the contractor)	Percentage completed within 15 business days	90%
Non-Administrative	Percentage completed within 30 business days	85%
Internal Delivery/Task Orders and BPA Calls	Percentage completed within 45 business days	85%
Claims	Percentage completed within 60 business days	85%

For metric tracking, all Administration Service standards begin upon receipt of:

- A complete acquisition package
- A review of revised description of items or performance work statement and revised evaluation factors received
- A complete evaluation of technical proposals

⁵ ARC will allocate the socio-economic credit to the customer agency at the lowest FIPS 95-2 Agency/Bureau component as the customer agency specifies. If the code is not provided, ARC will allocate the credit to the highest customer agency FIPS 95-2 Code.



☒ **Purchase and Fleet Card Administration**

Description

The customer agency will be allowed to use the Treasury SmartPay contract based on the tag-along task order to offer purchase and fleet card services to employees. The purchase and fleet card programs are means to improve mission support and efficiency of operations. The program represents a vast improvement over traditional methods for purchases below the micro-purchase threshold.

For application standards to be met, complete and accurate information must be provided on each individual application. The CitiBank application processing time frame of 7 - 10 business days is in addition to the ARC 5 business day standard. Cardholders can normally expect to receive their card within 15 business days from the date their application is submitted to ARC.

Roles and Responsibility Definition

Responsibilities	ARC	Customer Agency
Designate a point of contact for these card programs with sufficient management authority to deal with any instances of card abuse		X
Comply with ARC card program requirements and training requirements		X
Nominate new cardholders and approving officials in accordance with ARC program requirements and delegate procurement authority in writing to each cardholder		X
Responsible for the use, or misuse, of the programs		X
Determine the appropriate level of spending for each cardholder subject to ARC procedures		X
Retain full management control in dealing with the cardholder in instances of fraud, waste, or abuse		X
Identify additional agency-specific internal requirements		X
Provide technical and maintenance support and guidance to the customer agency	X	
Process applications and changes to existing accounts and setting up new accounts and approving officials	X	
Maintain card use procedures and training	X	
Conduct random sampling of card use to supplement the full review to be performed by the agency's approving officials	X	
Advise the customers agency's program point of contact of instances of potential abuse	X	
Revoke cards based on identified misuse	X	



Primary Pricing Driver

- ❖ Number of card holders and approving officials

Performance Metrics

Metric	Measurement	Standard / Target
Application Processing	Percentage completed within five business days	95%
Urgent Requests (Examples include card declinations, lost/stolen cards, etc)	Percentage completed within one business day	95%
Non-Urgent Requests (Examples include non-urgent limit increases, normal account closures, etc)	Percentage completed within three business days	95%